

# **Missouri State Rehabilitation Council for the Blind**

## **2012 Annual Report**

**October 1, 2011 -  
September 30, 2012**



2012

**Missouri State Rehabilitation  
Council for the Blind  
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The Missouri State Rehabilitation Council for the Blind was established in February 1993 by Executive Order 93-01.

**The State Rehabilitation Council shall prepare and submit an Annual report to the Governor and the Commissioner on the status of Vocational Rehabilitation Programs operated within the State, and make the report available to the public. Section 105 of the Rehabilitation Act.**

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# Letter from the Chairman of the Missouri State Rehabilitation Council for the Blind

Dear Fellow Missourians:

As Chair of the State Rehabilitation Council (SRC), it is my honor to submit, with my colleagues, the 2012 Annual Report. The SRC is responsible for reviewing, analyzing and advising Missouri Rehabilitation Services for the Blind (RSB), an agency in the Missouri Family Support Division, on its policies and provision of rehabilitation services to Missourians who are blind or visually impaired. This council is dedicated to working with RSB to assist visually impaired Missourians to become self-supporting and fully participating members of society.

The national unemployment rate has been leading news during the last few years of recession. This figure is currently reported as 7.9%, with a peak in 2009 over 10%. Although the unemployment rate among working-age people with disabilities is greater than three times this peak, at over 30%, progress has occurred. The Bureau of National Labor Statistics reported a new low in this disability unemployment rate during the second quarter of 2012. It is imperative that the critical work of RSB and its partnering agencies continue their leadership and commitment to eliminating the challenges facing our fellow citizens with vision loss.

I offer sincere appreciation to the honorable Jay Nixon, Governor of the State of Missouri, Missouri businesses and other stakeholders for their support in creating an environment so that people with vision loss can realize their full potential.

It is the Council's goal that this report provides an informative overview of the activities of RSB and we would be pleased to answer any questions about this report, the operations of RSB, or the work of the Council.

Respectfully Submitted,  
Clay C. Berry  
State Rehabilitation Council Chairman  
Director of Education & Rehabilitation  
Alphapointe

# Message from the Director of the Rehabilitation Services for the Blind

SRC Annual Report

2012

Dear Fellow Missourians:

The annual report presented to you from the Missouri State Rehabilitation Council for the Blind for fiscal year 2012 provides information on the Missouri Rehabilitation Services for the Blind employment program for individuals with visual disabilities.

Rehabilitation Services for the Blind (RSB) has completed another successful year of providing services to assist more blind Missourians to work in their communities than in the previous year. In the fiscal year 2012, RSB completed planned services to assist a total of 270 blind individuals to obtain or retain employment consistent with their interests and choice. Rehabilitation Services for the Blind is proud to say that we have met the performance standard of providing services to assist more blind Missourians to work than in the previous year for the last seven years.

The many and varied alternative techniques and skills used by blind individuals to compensate, accommodate and remediate the resultant barriers to independent living and economic self-sufficiency are significantly different from the accommodations required by persons with other disabilities.

The methodology of instructing the blind and confronting the issues and visual demands of everyday life requires separate and categorical agencies serving blind, highly trained, committed personnel who deliver world class service and the tireless commitment of the separate State Rehabilitation Council for the Blind whose members demonstrate a thorough understanding of blindness and the resultant issues in our society.

On behalf of the Missouri Department of Social Services, Family Support Division, Rehabilitation Services for the Blind, I would like to congratulate the State Rehabilitation Advisory Council for the Blind for becoming fully constituted.

In closing, I, along with the Council, offer our sincere appreciation for your interest and support in serving blind Missourians.

Sincerely,  
Mark Laird, Deputy Director  
Rehabilitation Services for the Blind



The membership of the Council is comprised of no more than 21 individuals appointed by the Governor, with the following representation mandated by the Rehabilitation Act.

At least one representative from each of the following:

- ▶ Statewide Independent Living Council
- ▶ Parent Training and Information Center
- ▶ Client Assistance Program
- ▶ RSB Vocational Counselor
- ▶ Community Rehabilitation Program service provider
- ▶ State education agency responsible for the public education of students with disabilities
- ▶ State workforce investment board
- ▶ Disabilities group representing individuals who are blind
- ▶ Representative of individuals who have blindness, has multiple disabilities, and has difficulty representing themselves due to disability
- ▶ Business, labor and industry
- ▶ Advocacy groups for individuals with blindness or other authorized representatives of individuals with blindness who are unable to represent themselves
- ▶ Current or former recipients of VR services

The Deputy Director of FSD/RSB as an ex-officio member.

## 2012 RSB Client Comments

“I have worked with RSB several times now and have never had a bad experience. I have always been treated with respect and empathy and find that each representative had seemed genuinely interested in providing the best service possible. This is a wonderful service/program and I hope it continues. I greatly appreciate it.”

“I needed this program at a time in my life when I didn't know what else to do. Thank you so much. I talk about this program all the time and refer it to others.  
Thanks”

“Everyone involved in my services from start to finish made my life much easier and I was able to continue in my job. Thanks to everyone involved.”

“I am thankful for the help and want to stress that I would not have kept my job had I not received services from Voc Rehab.  
Thank you.”

# Committees

## 2012 RSB Client Comments

“I already had plenty of confidence and ability, I needed visual aids. My primary needs were computer equipment personalized to meet the demand of my handicap and visual aids for my very limited (20 hand movement) vision. Vocational rehabilitation was very helpful in supplying those needs for me as well as helping me in attempting to save an eye. When this was unsuccessful they helped with a prosthesis. They are greatly appreciated.”

“The services provided by Springfield RSB made all the difference for me in being able to continue functioning in a good job and paying state taxes! RSB has been an outstanding resource! I am very grateful for this outstanding program! My comments need not be confidential; you are welcome to mention me by name.”

### **Evaluation Committee:** Mary Kay Savage - Chair

The evaluation committee handles anything that the Council does to evaluate the performance and/or operation of RSB, such as surveys and annual reports.

### **Governmental Affairs Committee:** Sheila Wright - Chair

The governmental affairs committee works on things happening at the state and federal level and that are governmental in nature.

### **Planning Committee:** John Thompson - Chair

The planning committee's primary responsibility is the state plan and any other planning operation of the Council. The business network issues will be included in this committee.

### **Membership Committee:** Donna Borgmeyer - Chair

The membership committee works on the membership status of Council members, as well as recruitment of potential new members.

### **Program & Policy:** Gene Fleeman - Chair

The program policy committee handles new policy and or program items from RSB rather than waiting until the next Council meeting.

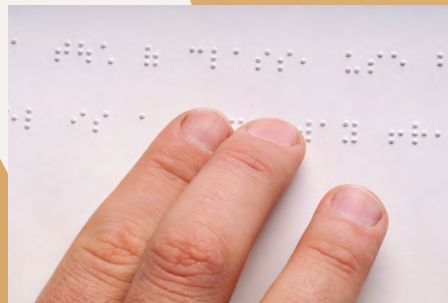
# Purpose

The purpose of the State Rehabilitation Council for the Blind includes, but is not limited to:



Serve jointly with RSB in its activities to improve the services, programs and facilities for individuals with blindness and visual impairments;

Act as a forum through which citizens with blindness, parents, providers, and other interested Missourians can voice their opinions and constructive criticisms, make recommendations and give public recognition for services being performed on their behalf by RSB;



Receive from RSB information concerning the intents and objectives of RSB so that the Council, in turn, can pass this information on to individuals with blindness.

2012



# Functions

The SRC's functions include, but are not limited to, acting in partnership with RSB to:



- ☞ Review, analyze, and advise RSB regarding RSB's performance of responsibilities, relating especially to eligibility for Vocational Rehabilitation (VR) services; the extent, scope and effectiveness of VR services that RSB provides;
- ☞ Assist RSB with the development and review of the State goals and priorities;
- ☞ Assist in the preparation of the State plan, amendments to the plan, needs assessments, and evaluations;
- ☞ Conduct a review and analysis of the effectiveness of VR services and other functions performed by RSB through Consumer Satisfaction Surveys;
- ☞ Prepare and submit an annual report to the Governor of the State of Missouri, and Commissioner of the Rehabilitation Services Administration (RSA) of the U. S. Department of Education;
- ☞ Coordinate with other councils within the State;
- ☞ Advise RSB and provide for coordination in establishing working relationships between RSB and the Statewide Independent Living Council and Centers for Independent Living in Missouri;
- ☞ Select a pool of individuals to serve as impartial hearing officers for VR applicants and recipients who wish to appeal a decision of RSB.

# The Year in Review

- ▷ SRC approved the state plan.
- ▷ The satisfaction survey response rate increased from 36% to 44% for 2012.
- ▷ The Council was engaged in the online State Rehabilitation Council training provided by the Rehabilitation Services Administration.
- ▷ District offices were asked to share regularly their success stories.
- ▷ RSB quarterly data reports to SRC were revised to provide a Fact Sheet that includes more detailed reporting on job retention closures and new employment closures.
- ▷ SRC reviewed and discussed RSB client policy on informed choice.
- ▷ SRC continued to engage in discussion and provide support to RSB to maximize outreach to increase referral rates; and to maximize students awareness of RSB and services RSB might provide in the future for that student.
- ▷ SRC provided support and input to the Blind Task Force on the implementation of the Children's Vision Summit 2013.
- ▷ SRC received regular updates on RSB's quarterly Counselor Academy professional development activities.
- ▷ Public forums were held quarterly in Kansas City, Sedalia, Columbia and St. Louis. Each had a speaker addressing relevant issues.



2012

# Public Forum

The SRC continues to hold public forums throughout the state allowing individuals to voice opinions and concerns about the services of RSB. To assist those with difficulty traveling, the council established phone conferencing allowing anyone who would like to participate the opportunity.

In Kansas City, David Westbrook, Sr. Vice President for Strategy and Innovation at Children's Mercy Hospital, inspired the attendees with his personal experience and success related to his blindness. He stated, blindness is not a handicap, but it will be a handicap if we can not help others see what blindness is.

In Sedalia, Karen Funkenbusch, Co-Director Missouri AgrAbility Program and Rural Safety and Health, explained what AgrAbility is and how it is available to help identify and organize resources in their community, to promote career independence and to invest and enhance our rural communities.

In Columbia, Brenda Kennedy, the Prevention of Blindness Coordinator and the RSB contact for the National Employment Team (the NET), shared how the NET has a common goal of successful employment. They provide a way for VR agencies to work together, share resources and ideas and provide a united front for working with companies.

In Joplin, Jasen Jones, the Director of the Workforce investment Board in Joplin, addressed the employment trends and needs in the area compared to the trends and needs in the rest of the state and nationally.

October  
Kansas City

February  
Sedalia

May  
Columbia

July  
Joplin

# Consumers Served

During federal fiscal year 2012, RSB opened 455 new cases and served a total of 2,282 consumers in the Vocational Rehabilitation program.

In federal fiscal year 2012, RSB successfully rehabilitated 270 Missourians in their employment goal. The following data profiles show those successful closures:

Successful Closures	2010	2011	2012
Total Successfully Employed Closures	268	269	270
Competitive Employment	205	221	227
Through the Business Enterprise Program	8	4	3
Through Self-Employment	37	25	27
Home Maker	17	19	23



## Rehabilitation Rate

72.97% in FFY 2012,  
down from 83.54% in FFY 2011.

## Self-employment Rate

10% in FFY 2012,  
up from 9.29% in FFY 2011



**The average annual earnings for a successfully Rehabilitated Client is \$24,300**

The following is based on that amount:

MO State Taxes Paid per Rehabilitated Client \$1,233

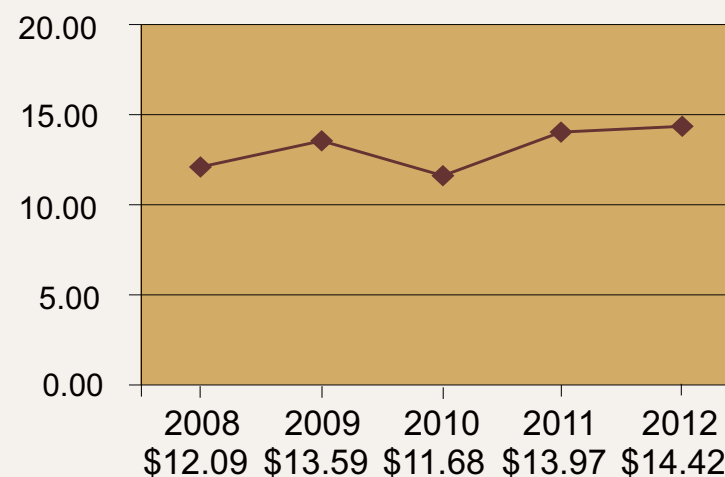
Federal Taxes Paid per Rehabilitated Client \$3,073

Total Taxes Paid per Rehabilitated Client \$4,306

Total Combined Yearly Taxes Paid by all Rehabilitated Clients \$1,063,582



**Average Hourly Wage at Closure**

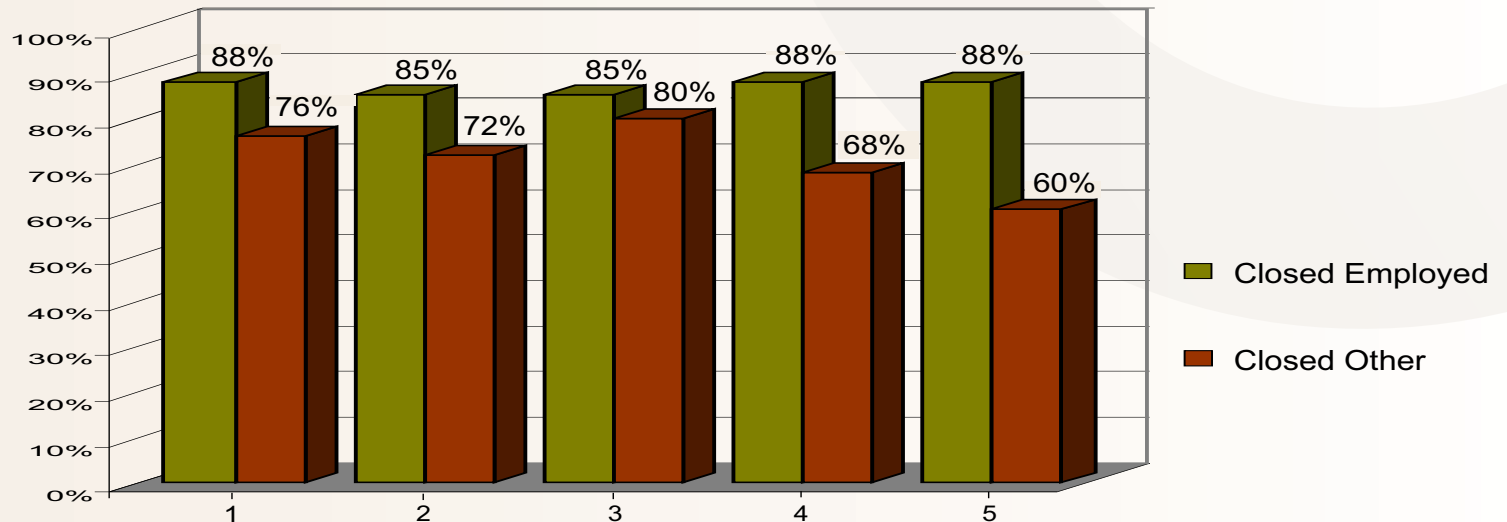




# Consumer Satisfaction Survey

Consumer Satisfaction Surveys are administered to individuals after closing their Vocational Rehabilitation case with RSB. These surveys are administered on a monthly basis. Two different surveys are sent; one to individuals whose cases are closed in competitive employment and one to individuals whose cases were closed in any status other than competitive employment.

The following is a selection of 11 to 14 questions from the survey and their consumer satisfaction with RSB services.



1. The choice of services available from RSB was sufficient to meet my needs.
2. I received services from RSB in a reasonable amount of time.
3. RSB staff helped me build my confidence in my abilities.
4. My rehabilitation plan was individualized to meet my goals.
5. I am pleased with the overall outcome of my experience in the vocational rehabilitation program provided by RSB.

**Competitive Employment Overall Satisfaction Level 87%**

**Status other than Competitive Employment Overall Satisfaction Level 84%**

# Consumer Comments

## The following are comments written on the Consumer Satisfaction Surveys.

"I would not be in the position I am now without the help of RSB. Services Invaluable! Highly recommended to those qualified."

"Lindy Pierce in Springfield RSB is superb! We love her and thank her for all she has done for our family."

"I just want to say without your services I would be blind now but instead I have 20/20 vision. Thank you very much."

"RSB I feel is the best at what they do. I am totally grateful for everything they have done for me. Thank you so much RSB."

"My case worker does everything in her power to help me in my time of need. Thank you for your support."

"They really made a great impact on my life."

"Each RSB staff I worked with was knowledgeable, professional and organized and punctual. I was very impressed."

"I am very thankful for all the help from RSB it gives a reason to go on."

"Everyone has been wonderful. Had it not been for your program, I would not have been able to afford the surgery that I needed to regain my eyesight so that I would be able to continue to work. I cannot thank you enough."

"The people who worked with me were very nice people."

"You have totally improved my life - the things you supplied have doubled the income from my chickens. Thank you Thank you!"

"Julie is so caring! They all are so helpful! I miss them! All 3 are a great asset to RSB!"

"The Rehab Services have been extremely helpful to my needs with regards to technology. I work in a software development company and we use cutting edge technology. Rehab Services has been willing to purchase equipment that I use daily in my work."

"My counselor was amazing. A wonderful experience. Really good people. Thanks"

2012

# Story of Success

## Jean “Lynn” Finch

Jean, “Lynn” Finch contracted histoplasmosis resulting in light perception in her left eye and no vision her right eye. Needing to be closer to her parents, Ms. Finch moved back to Missouri in 2010 from Massachusetts where she lived and worked since 2000 at Home Depot. In addition to transferring to a new store she switched from the Lawn and Garden department to the Appliance department. Prior to her arrival Ms. Finch contacted Rehabilitation Services for the Blind (RSB).

Upon her arrival in St. Louis, Ms. Finch met with RSB Vocational Rehabilitation Counselor, Karen Darby to discuss her rehabilitation and employment needs. In addition to her vision loss, the switch to appliance department salesperson brought about new challenges such as, learning the layout of a new store and the

use of a computer terminal. The responsibilities of a sales person also included providing customer assistance, product identification and knowledge, checking inventory levels, and arranging sales.

Ms. Finch was not familiar with her new city or her new workplace. Orientation and Mobility (O&M) Specialist, Jane Thomas, provided O&M training. Through O&M training, Lynn learned travel skills she used to familiarize herself to her neighborhood and on using the St. Louis public transit system. She also learned the layout of the appliance department and the store.



Home Depot installed Windows Eyes on Lynn's computer, but had difficulty integrating it with their sales software. RSB provided Rehabilitation Engineering services to help integrate the two software packages and provided additional in-store training on both Window Eyes and Home Depot's sales software. This allowed Ms. Finch to set up sales for the customer service staff. Lynn could not read the paper tags used to identify different appliances. RSB partnered with the Center for Specialized Services to provide further setup and training on Lynn's Pen Friend allowing her to identify different brands, makes, and models correctly.



Because of her vision loss, Lynn cannot see potential customers. To identify potential customers, Lynn states that she uses environmental sounds like hearing a customer open or close appliance doors. Many customers do not realize she is blind until she uses the computer and are fascinated to learn about the screen reading software. Ms. Finch's sales and customer service abilities have consistently placed her as a top seller for that store.

Not only was she able to remain with Home Depot as an employee, but she excelled in a position that was new to her. Ms. Finch states that without Rehabilitation Services for the Blind, it would have been much more difficult for her to be successful in a new location and job as an appliance salesperson.







# Story of Success

## DeMones Howard

DeMones Howard came to Rehabilitation Services for the Blind (RSB) in July 2009. Vocational Rehabilitation Counselor (VRC), Amy Hall, began working with Mr. Howard on selecting a vocational goal. Mr. Howard previously worked in food service as a caterer and selected the vocational goal of food service manager.

Due to optic nerve atrophy, Mr. Howard lost his vision at 7 years old. The condition made it difficult to access needed print information such as using a computer, and cash register. Tasks such as identifying proper operating temperatures for a grill became very difficult. Amy Hall worked with Mr. Howard to determine his rehabilitation needs. RSB provided training and equipment, including a computer with ZoomText magnification

software. The magnification software allows Mr. Howard to access print information. Cheftec software allows for easier menu preparation and cost saving. In addition, RSB provided a talking cash register that allowed Mr. Howard to interact directly with customers. For cooking or working in the kitchen area, RSB purchased a grill featuring digital information for ease of operation, time and temperature identification.

On May 25, 2012, Mr. Howard and his family held the Grand Opening of the Gobble Stop Smokehouse located in St. Louis at 1227 Castillion Arcade Plaza. The restaurant features both indoor and outdoor seating areas and is open Sunday through Friday 11 a.m. to 7 p.m. Mr. Howard, the co-owner/operator, states that their specialty is chicken and turkey products, cookies, gift baskets, and catering special events.





# Thank You RSB

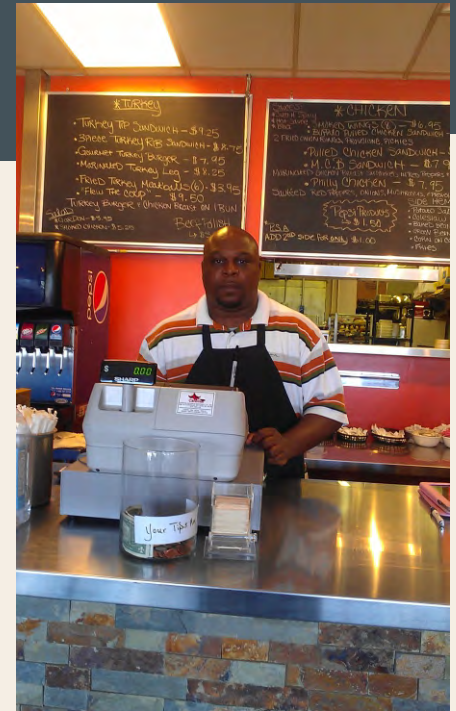
To Whom it May Concern,

I would like to formally thank RSB for aspiring with the tools and support I needed to become a successful business operator in the food service industry. You have made it possible that I can one day soon take care of my family in the way I need to. Thanks to you, all my dreams and aspirations in life have come true, so I can be a young independent, successful, visually impaired business man. Words cannot express the gratitude I have for your organization. You have done so much for me. Just to name a few names that I appreciate, Amy Hall, Lisa Randolph, Michael St Julien, Mark Laird, Sharon Silverstein, and Helen Thomas. I would especially like to thank Ramona Boyd for going above and beyond the call of duty. She always took my calls everyday, listened to my concerns and kept me encouraged whenever I felt down about trying to start a business, because it's truly not easy. So for that, I appreciate Ramona and Amy. They represent your organization with true class.



Sincerely Thankful,  
DeMones Nathan Howard Sr.

Anytime I can mentor other young aspiring entrepreneurs that come through you organization, I will gladly comply. Last, but not least, I would like to extend a personal invitation to come see me at the Gobble Stop Smokehouse. I think you all will be pleasantly surprised. So stop and gobble down with us and see the success story of one of your own.



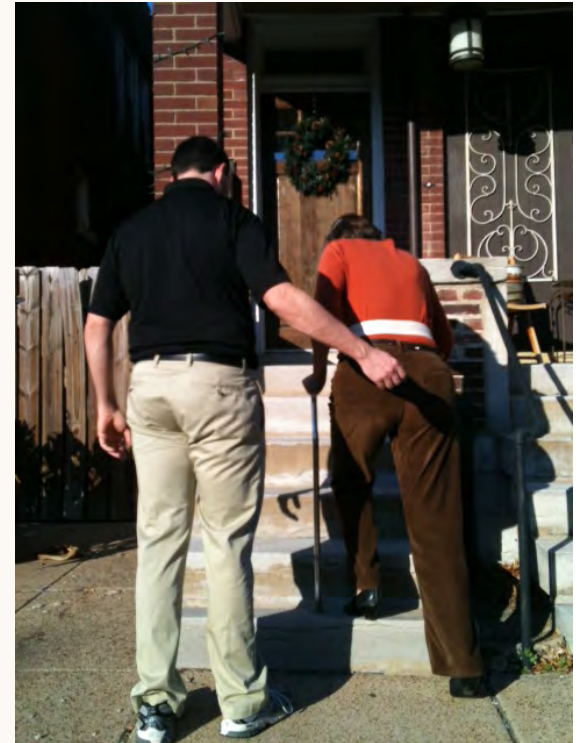
# Story of Success

## Kenneth Reynolds

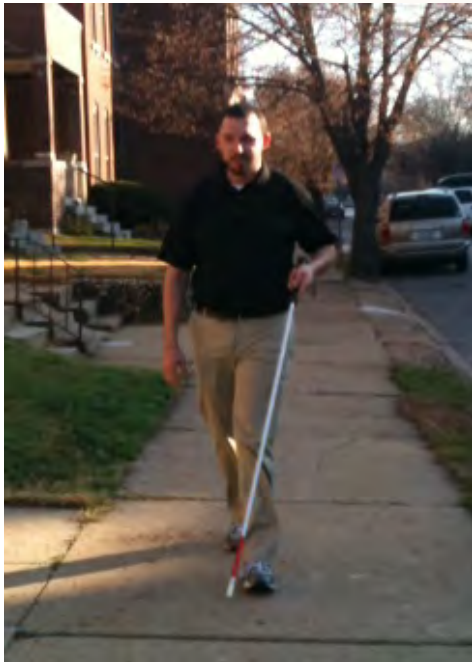


Kenneth Reynolds came to Rehabilitation Services for the Blind (RSB) as a Children's Services client. Because of a congenital iris/choroidal coloboma, he was legally blind. In 1999 Mr. Reynolds's case was transferred to RSB's transition program for high school and college aged students. Rehabilitation Services for the Blind provided tuition assistance for Mr. Reynolds to attend the University of Missouri-Columbia. He chose to major in Personal Fitness, but his chosen employment outcome was to become a Physical Therapist.

Mr. Reynolds, received instruction in daily living skills from RSB's Rehabilitation Teacher, Rita Lynch. In 2007 Kenneth earned a Bachelor's degree in Personal Fitness. He was also accepted into the University of Missouri's School of Physical Therapy. However, there was a two year wait list for beginning the Physical Therapy program. Rather than remain idle during this time, Mr. Reynolds obtained employment as a personal trainer at a local gym.



Eventually Mr. Reynolds began work in the Physical Therapy program in 2009. RSB provided services to assist with access to print information by providing assistive computer technology and training. Other services included a hands-free magnifier and headlight allowing Mr. Reynolds to participate in his lab courses. RSB counseling staff also partnered with the University of Missouri to ensure Mr. Reynolds educational materials, lab assignments, and class projects were accessible.

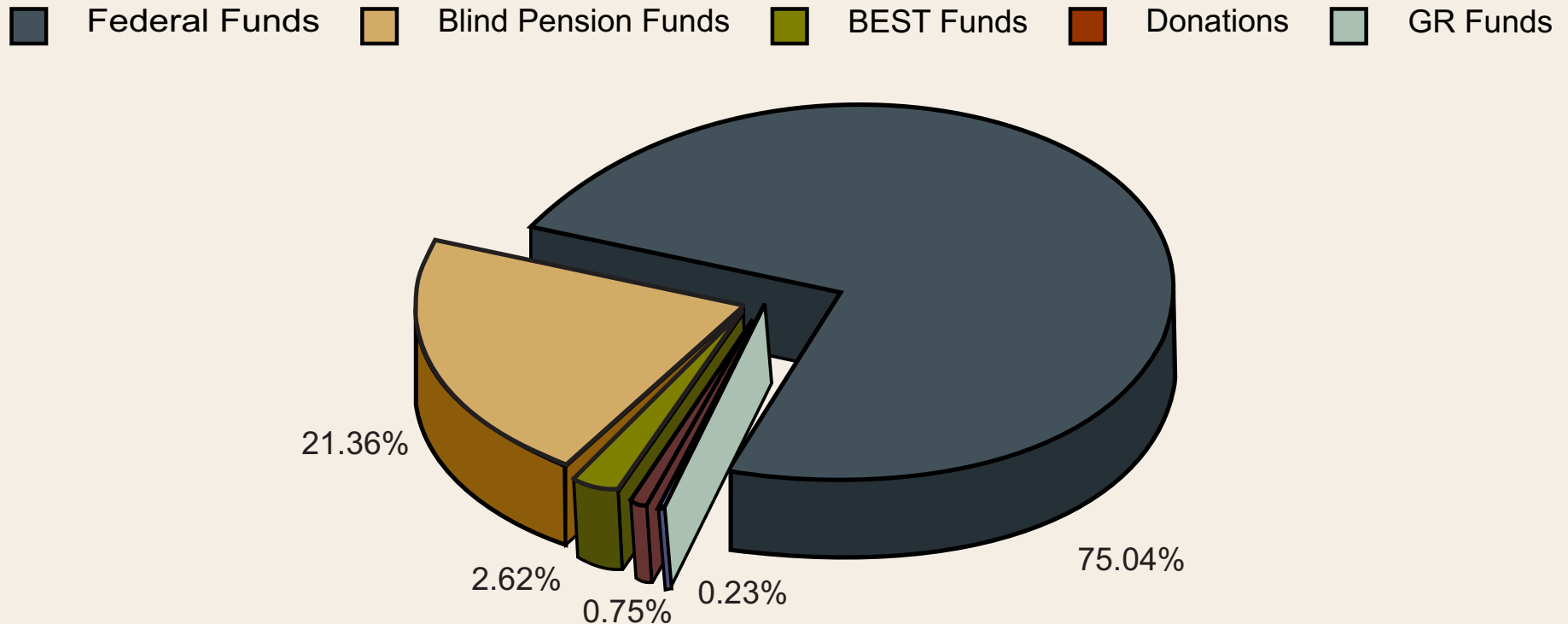


Mr. Reynolds earned his Doctorate in Physical Therapy (DPT) degree in July of 2011. In November 2011 he began working at the Life Care Center in St. Louis, MO, as a licensed Physical Therapist. Kenneth was able to transfer his assistive technology, software, and computer skills to his new workplace. Working at his new job, Mr. Reynolds meets others who may have a visual disability. Because of the services he's received, Mr. Reynolds promotes RSB services to others.





# Missouri Funding Sources



## Vocational Rehabilitation (VR) Services

Individuals who have blindness and visual impairments encounter some common barriers to employment. The services RSB provides compensate, accommodate or remediate barriers to employment for individuals who have blindness/visual impairments in Missouri. Rehabilitation Technology most frequently addresses issues related to access, storage and retrieval of print information. Diagnosis and treatment of impairment services enable clients access to needed visual health care and prescribed visual aids to maximize visual access of information. Transportation services address access/participation in vocational training and employment. Training services give attention to the lack of employment preparation and marketable employment skills. Maintenance services provide resources to meet subsistence living expenses to allow full participation in vocational rehabilitation services.

# Most Common VR Services Provided

**Training – 30.16%** College/University training, occupational/vocational training, on the job training, basic academic remedial or literary training and job readiness training.

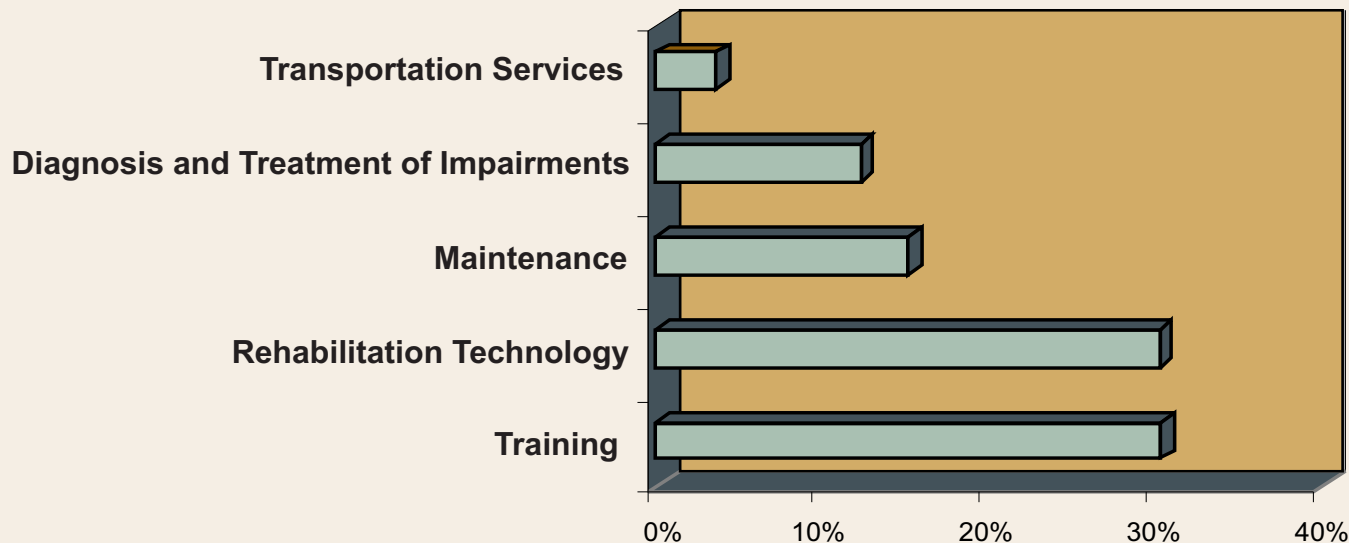
**Rehabilitation Technology – 30.09%**

The systematic applications needed to meet the needs of individuals with disabilities; including Rehabilitation Engineering services, Assistive Technology devices and Assistive Technology services.

**Maintenance – 15.05%** The monetary support provided for short term expenses of food, clothing and shelter that are required for an individual participating in vocational training.

**Diagnosis and Treatment of Impairments – 12.23%** Corrective surgery or therapeutic treatment. Examination and services necessary for the prescription and provision of eyeglasses or visual aids, including visual training and other medical or medically related rehabilitation services.

**Transportation Services – 3.6%** Travel related expenses that are necessary to enable eligible individuals to participate in VR services, including job placement.





# FY 2011 Blind Agency Standards and Indicators

## GENERAL INFORMATION

There are a total of 80 state vocational rehabilitation agencies or commissions that provide rehabilitation services for individuals with disabilities in the United States and associated territories. Currently, 24 states have a separate vocational rehabilitation agency or commission that provides services exclusively for consumers who are blind or visually impaired. The skills of blindness are markedly different from the skills required by other disabled persons. The methodology of instructing the blind and confronting the issues of blindness in our society require the development of specialized service programs, with service delivery by specialized personnel.

## Highlights of 2012

- ◆ RSB served 5,325 individuals with blindness/visual impairments in 2012.
- ◆ 1743 individuals were served in the Older Blind Independent Living Program and 949 closed successfully rehabilitated.
- ◆ 566 individuals received case management services in the Prevention of Blindness Program, screening 3,580 individuals for intra ocular pressure and other eye conditions.
- ◆ The Vocational Rehabilitation Program served 2,282 individuals, closing 270 in successful employment.
- ◆ 433 children received services in the Children's Services Program.
- ◆ 301 individuals were served in the Independent Living Program and 101 closed successfully rehabilitated.
- ◆ 40 Business Enterprise Program facilities, including 1 military installation, 30 managers, employing 873 people, with gross sales at \$37,742,921.

## SUMMARY OF RSB PERFORMANCE

Section 106 of the Rehabilitation Act of 1973, as amended, requires the Rehabilitation Services Administration (RSA) to establish evaluation standards and performance indicators for the vocational rehabilitation (VR) program that include outcome and related measures of program performance. RSB passed 5 of the 6 federal performance indicators in standard 1 and the required minority service rate ratio in federal performance indicator 2.1.



# Federal Standards and Performance Indicators for FFY 2011

Evaluation standard 1 assesses VR's impact on employment. Standard 1 includes six performance indicators, three of which are primary indicators.	RSB's Performance	Standard Requirement
1.1 Difference between the number of individuals exiting the VR program who achieved an employment outcome during the current performance period and the number of individuals exiting the VR program who achieved an employment outcome during the previous period.	Exceeded Previous Period by 3	Equal or Exceed Previous Period
1.2 The percentage of individuals exiting the program during the performance period who have achieved an employment outcome after receiving services.	82.97%	68.9%
1.3 The percentage who exit the VR program in employment in integrated settings with or without ongoing support services, self-employment, or BEP (Business Enterprise Program) employment with hourly rate of earnings equivalent to at least the federal or state minimum wage rate, whichever is higher, based on all the individuals exiting the program who have achieved an employment outcome after receiving services.	93.47%	35.4%
1.4 The percentage of those individuals identified in indicator 1.3 who have significant disabilities.	97.21%	89.0%
1.5 The ratio of the average hourly earnings of all individuals in competitive employment to the average hourly earnings of all employed in the state.	.754	.59
1.6 The difference in the percentage of individuals who at program entry reported their income as the largest single source of support, and the percentage that reported their personal income as the largest single source of support at program exit.	22.36	30.4
<b>Performance indicator 2.1 measures how successfully an agency is at ensuring that individuals from minority backgrounds have equal access to VR services (minority service rate compared to nonminority service rate).</b>		
2.1 The ratio of the percent of individuals with a minority background to the percent of individuals without a minority background exiting the program who received VR services.	.817 with 124 minorities	.80 with equal or greater than 100

# Vision for the Future

The Vision Statement for RSB reads:

An organization of highly skilled and professional staff at all levels who through their synergism create a dynamic agency that is a State and National leader in rehabilitation for individuals with blindness.

As RSB strives to create opportunities for the personal and vocational success of blind or visually impaired clients, the SRC believes that with the proper training, alternative skills and assistive technology, those individuals who are blind can be vocationally, socially and economically competitive.

The SRC will continue to work cooperatively with RSB to improve the services offered to meet what we consider to be the unique rehabilitation needs of clients with visual disabilities. The following top five strategic priorities were developed by the SRC to ensure ongoing success for visually impaired Missourians:



1. Promote the full inclusion, participation, and integration of Missouri blind and severely visually impaired in the economic, social, cultural and educational mainstream of society.
2. Through the SRC's advisory capacity assure that appropriate education and rehabilitation services increase the employment rate of blind and visually impaired in Missouri.
3. Promote and assure the continuation of specialized vocational rehabilitation services to consumers who are blind and severely visually impaired through specially trained professional staff with unique skills and knowledge of blindness.
4. In partnership with RSB, develop, agree to, and review the annual state goals and priorities in preparation of the state plan and evaluate the effectiveness of services.
5. In partnership with RSB, conduct statewide comprehensive needs assessment to determine the unmet rehabilitation needs of the blind and severely visually impaired in Missouri.

# 2012 District Map

Kansas City North Opt 1

Kansas City South Opt 7

South West MO Opt 5

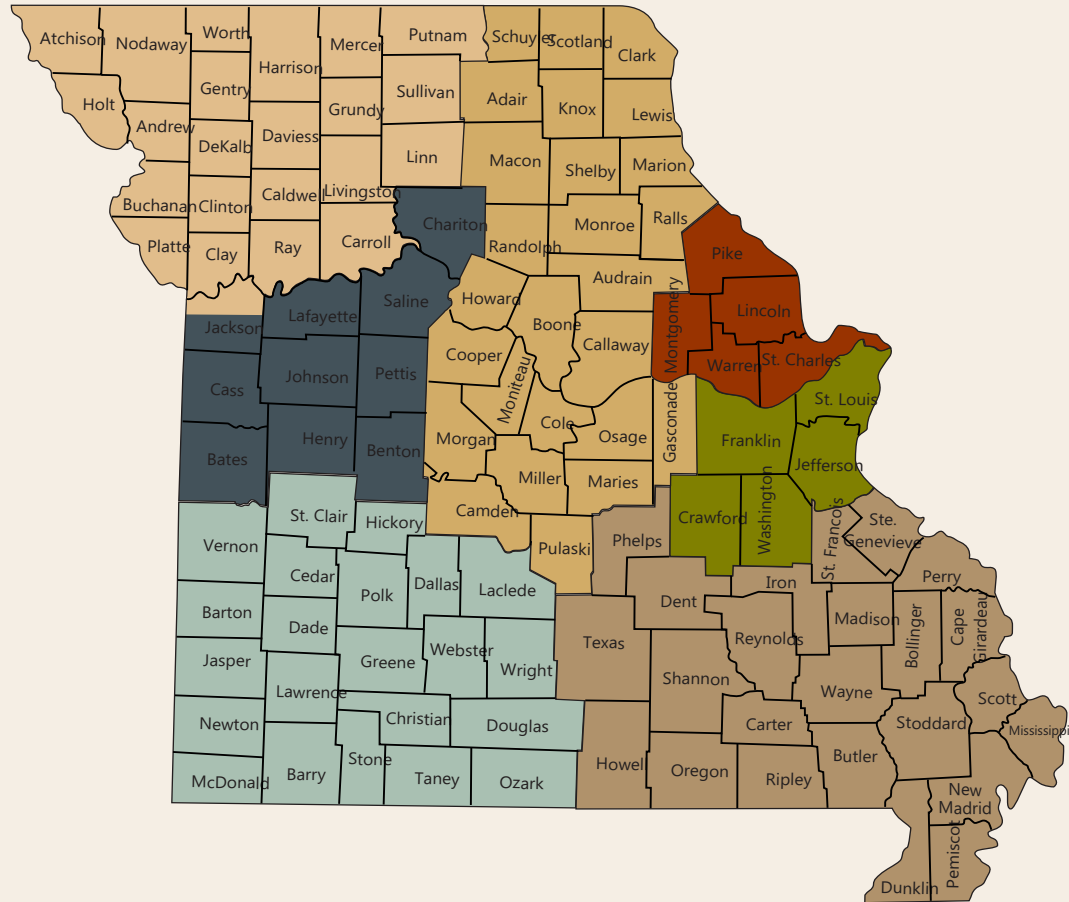
South East MO Opt 4

Mid MO Opt 2

St Louis North Opt 3

St Louis South Opt 6

## Missouri Rehabilitation Services for the Blind **800-592-6004**



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[www.dss.mo.gov/fsd/rsb/index.htm](http://www.dss.mo.gov/fsd/rsb/index.htm)